

# RUAN JASIEL SOUSA LEITE

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## PROFESSIONAL SUMMARY

Multiskilled professional with strong experience in strategic planning, financial analysis, process optimization, and operational management. Known for leadership, detailed-oriented execution, and cross-functional collaboration to achieve strategic goals. Experienced in logistics coordination, team supervision, customer service, and technical training delivery.

## EXPERIENCE

### Owner & Independent Delivery Contractor

Logistics Operator, Salvador

Aug 2024 – Present

- Run an independent delivery service contracted by leading digital platforms (iFood, Shopee, Mercado Livre, 99Food).
- Ensure operational efficiency by strategically managing routes and schedules, resulting in a high rate of on-time deliveries.
- Uphold service quality through direct customer interaction and adherence to strict platform protocols.
- Handle all aspects of the business, from record-keeping to urban logistics management.

### Planning and Control Analyst

Mills Lift Rental, Camaçari, Brazil

May 2022 – Aug 2024

- Focal point in Braskem Industrial customer service;
- Supervised and managed operational team;
- Controlled heavy equipment and ensured team readiness;
- Logistics control – Cargo transfer, equipment tracking, coordination with carriers;
- Receiving, processing, and shipping of equipment;
- Managed area sizing for equipment allocation;
- Lift Instructor for 1a, 3a, 3b certifications;
- Customer service, conducting trips for instruction, MEWP/lift/AWP operator;
- Financial/billing control.

### Supply Chain Technician

Stone Payments, Salvador, Brazil

Nov 2019 – Aug 2020

- Client support and problem-solving;
- Stock and inventory management (FIFO system);
- Sorting, reverse logistics, and audits;
- Route execution and ticket mapping;
- Supply chain logistics oversight.

### Airport Operations Attendant

Gol Airlines, Salvador, Brazil

Nov 2012 – Feb 2019

- Customer service;
- Conflict management;
- Handling complaints and suggestions;
- Assistance with administrative tasks;
- Supervision of baggage operations;

- Oversight of third-party service providers (D'nata, Swissport).

**Restaurant Attendant**  
**McDonald's Franchise, Salvador, Brazil**

**May 2011 – Set 2012**

- Box opening and food handling;
- Order registry and checklist;
- PEPS inventory system;
- Customer service;
- Unloaded shipments and organized stock;
- Cleaning duties.

**EDUCATION**

Logistics Management, Mauricio de Nassau University - UNINASSAU, Salvador, July 2017 – July 2019.

**HARDS SKILLS**

**SOFT SKILLS**

- Heavy equipment inspection (mewps, lifts – hydraulic, electrical, battery, and oil systems)
- Mewp operation and certification (ipaf, 3b boom – jlg, gennie, skyjack, zoomlion)
- Strategic planning and contract management
- Process organization and optimization
- Financial resource control and billing management
- Last mile logistics and inventory management
- Data analysis and kpi monitoring
- Technical training development and delivery

- Team leadership and supervision
- Strong attention to detail
- Goal-oriented and results-driven
- Problem-solving and decisiveness
- Adaptability to outdoor work environments
- Conflict resolution and effective communication
- Proactive and resilient under pressure

**LANGUAGES & LEVEL**

- Portugueses – Native;
- English – (currently studying to improve);
- Spanish – Basic Understanding.

**COMPUTER SKILLS**

- Microsoft Excel, Word, and PowerPoint;
- Basic knowledge of HTML, XML, and CSS;
- Operating Systems: Windows 10, 11;
- Hardware Maintenance: Motherboard, Memory, CPU, Cleaning;
- Oracle RightNow, Bizagi Modeler.

